

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Java City

Corporation for Manufacturing Excellence (Manex)

Java City Builds a ISO certification Team with Employee Training

Client Profile:

Java City, founded in Sacramento, California in 1985, is a hand crafted specialty coffee roaster and retailer. Strongly committed to quality, Java City slowly roasts carefully selected coffee beans by hand, and air cools the beans naturally to ensure their customers get a finished coffee that tastes balanced and true. Java City owns and operates 14 cafes located in Sacramento, the Bay Area, and Southern California, and provides coffee, espresso, rare estate coffees, fine teas and coffee related equipment to restaurants, retailers and other food service operations in more than 2,500 wholesale locations in the United States. The company employs 350 people.

Situation:

With Java City's strong commitment to quality, the company is dedicated to ensuring its employees are trained on the latest standards and quality management methods. This focus enables the company to incorporate social and environmental values into the development of new products and extend best practices to protect the environment and serve the community. The Java City management team engaged the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, to develop a customized quality management training program for their employees. This program supports the company's continuous performance improvement efforts to consistently meet its customer service levels.

Solution:

Working with the Java City management team, Manex developed a comprehensive quality management workforce development program that included ISO 9001:2000 training, process auditing, and an introduction to Six Sigma process improvement methods. The comprehensive quality management training program was provided to 92 employees fostering an environment of continuous improvement for a high performance workplace. The employee development program was comprised of a combination of group exercises, case studies, role playing, and classroom instruction to optimize student learning.

This in-depth three phase program included: 1) basic knowledge and understanding of the key requirements of the ISO 9001:2000 Quality Management System standard; 2) understanding and performing process auditing that are the core of the Quality Management Systems, with a focus on discovering how to use the input and output process that is the foundation of process auditing; and 3) the foundational concepts of the Six Sigma philosophy and process, including critical elements of the approach using application examples, case studies and an introduction to Six Sigma tools.

Results:

* Achieved workforce development improvements of \$86,000.

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- * Realized property, plant and equipment (PPE) savings of \$50,000.
- * Improved employee retention.

Testimonial:

"With our strong commitment to quality, we look for ways to implement continuous process improvements. The training provided by Manex was instrumental in helping our employees understand the ISO 9001:2000 Standard and how the requirements impact our day-to-day operations to deliver consistent quality."

Shawn Hamilton, Vice President of Operations